

ATR/MDS/UIPS TEAM LEADER  
GS-13

## I. INTRODUCTION

This position is located in the Department of Labor, Employment and Training Administration. The position requires the performance of a variety of program-related assignments in one or more front-line, core workforce development lines of work. Assignments are heavily influenced by ETA's one-stop, customer service philosophy and the focus and direction flowing from workforce legislation. The incumbent analyzes legislation and develops program requirements, establishes and revises program policy and operating procedures, reviews plans and operations for conformity and compliance with program requirements, procedures and policies, provides technical assistance.

## II. MAJOR DUTIES AND RESPONSIBILITIES

Conducts complete studies for the development of revised guideline material.

Serves as a senior level specialist.

May administer grants and contracts. The incumbent assists in coordination and collaboration with programs of other Federal agencies.

Selects successful methods and techniques used by other organizations and adapts and extends such material to solve problems in similar situations.

Contacts officials of other organizations to advise on problems and render technical assistance.

Some positions involve the conduct of on-site reviews of the administration and internal operations of the funded programs. Other positions involve the review and analysis of State law, regulations and administrative procedures to determine compliance with legal requirements or the review and analysis of project plans and proposals to determine compliance with legal requirements and/or responsiveness to the needs of the customers. All encourage and negotiate acceptable changes where weaknesses are observed. All conduct follow-up to determine if changes/improvements have been implemented.

Some contact customers to determine their requirements and expectations.

Some serve as regional leads for the provision of technical assistance and guidance to regional staff, grantees and other stakeholder groups on specific program activities and/or legislative initiatives.

## III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-7	1250 pts.
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Knowledge of the laws, regulations, principles, techniques, and methods applicable to the program's subject-matter sufficient to conduct operational, evaluation, and improvement projects.

Knowledge of program objectives and requirements sufficient to develop, adapt, and apply new techniques and methods to solve problems, improve effectiveness, and provide technical assistance to customers.

Skill in oral, written, and computer communications in order to respond to inquiries, advise and consult with customers, present recommendations, and prepare reports.

Factor 2 - Supervisory Controls	FL 2-4	450 pts.
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The supervisor provides limited direction, setting the overall project objectives. The supervisor, in consultation with the incumbent, develops deadlines and project plans. The incumbent independently performs assignments and keeps the supervisor apprised of potentially controversial issues. Completed work is reviewed for effectiveness in meeting organizational goals and overall feasibility. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines	FL 3-4	450 pts.
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Guidelines consist of existing legislation and regulations, departmental directives and policies, administrative guidelines, and manuals. Guidelines are broadly stated and nonspecific. The incumbent uses judgment and ingenuity in interpreting the intent of the guides that do exist and in developing applications to specific areas of work.

Factor 4 - Complexity	FL 4-5	325 pts.
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The work requires use of a variety of techniques, methods, and approaches. The employee determines how to proceed in planning and conducting the project. The employee synthesizes information, solves problems, negotiates changes, reviews project plans and proposals, solicits feedback on customer needs and expectations, and provides technical assistance. The work is complicated by the need to consider and evaluate the effectiveness of changes in program requirements, operations, and services provided.

Factor 5 Scope and Effect	FL 5-4	225 pts.
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The purpose of the work is to perform a variety of developmental, operational, and evaluative assignments related to the program to which assigned. The work contributes to effectiveness,

responsiveness and performance of the program.

Factors 6/7- Personal Contacts/Purpose of Contacts                      Level 3.c.                      180 pts.

Contacts include persons outside the organization and with high level program officials, Congressional officials, employers, attorneys, members of the general public, customers, and stakeholders in moderately unstructured settings. Contacts occur through meetings, at which the incumbent presents proposals or issues for negotiation. Contacts are for negotiation and consultation and to provide information of a technical nature. The incumbent develops approaches to reach a mutual understanding of a situation.

Factor 8 - Physical Demands    FL 8-1    5 pts.

The work is primarily sedentary.

Factor 9 - Work Environment    FL 9-1    5 pts.

Work is generally performed in an office setting. Occasional or frequent travel by any means of government or public transportation may be required.

TOTAL = 2890 pts.

#### IV. UNIQUE POSITION RESPONSIBILITIES

*(For titling purposes, the immediate supervisor is to mark the **one** description below which describes the position)*

\_\_\_\_ The principal responsibilities of the incumbent involve apprenticeship and training assignments for a local area (*i.e.*, a metropolitan area) or for a portion of a State (*i.e.*, a number of counties equivalent in size to a metropolitan area, or an entire segment of one of the largest metropolitan areas). The area contains a wide diversity of industry employing a large number of craftsmen and other skilled workers in most major apprenticeable trades and other industrial, and service area occupations, as well as a considerable number of large, medium-sized, and small plants; a large proportion of which are unorganized with others being employee-organized. Typically the incumbent will facilitate the promotion and development of the national apprenticeship and training program, provide advice and assistance, exchange information, develop partnerships and linkages, with a variety of companies, organizations, education, government, state apprenticeship councils, one-stop, workforce development agencies; and special interest groups. The incumbent will identify trade and skilled apprenticeship occupations, develop on-the-job task analysis, establish wage schedules, and coordinate related classroom training. The incumbent will initiate affirmative action and conduct compliance, and quality reviews of registered apprenticeship programs, encouraging diversity in the use of apprenticeship, and recruiting candidates for apprenticeship. The incumbent will make oral presentations, promoting

apprenticeship and allied industrial training in industry on a statewide and local basis; to advise and provide technical assistance to industry, management, labor, and other groups concerned with economic development and employment and apprenticeship training within the regional, state or local area. (*Apprenticeship and Training Representative*)

\_\_\_\_ The principal responsibilities of the incumbent involve independent responsibility for planning, coordinating, organizing, and successfully concluding difficult and complex workforce development assignments frequently including matters that are controversial, unconventional, or novel. The incumbent may serve as a team or project leader and provide technical guidance to and coordinate the efforts of workforce development personnel and other subject-matter specialists assigned to the project or team. The typical area served has a relatively large population; and encompasses several political entities, or a number of political entities where the range of substantive programs is moderate, but there are significant coordination problems. The typical population served is characterized by protracted and numerically significant unemployment and poverty problems. The level of expertise possessed by the grantees is typified by a reasonably skilled and knowledgeable workforce planning staff and a need for the adaptation of existing guidelines and programs to meet local requirements; and the program has controversial issues that are likely to have a state-wide impact.

- Incumbents performing principal duties in adult and dislocated worker, youth, workforce security services have independent responsibility for planning, coordinating, organizing, and successfully concluding difficult and complex assignments. The area contains a wide diversity of programs, serving a broad range of customers: current workers, dislocated workers, new workers, individuals making the transition from welfare to work, and employers. Typically the incumbent will facilitate the promotion, development and integration of multiple employment and training programs, some of which are provided in one-stop service centers; provide advice and assistance, exchange information, develop partnerships and linkages with a variety of public and private organizations, education, government, elected officials, workforce development agencies; special interest groups and other Federal agencies. The incumbent may serve as a grant officer's technical representative, fulfilling the department's responsibility to provide grant management, oversight, and technical assistance. The incumbent may make oral presentations and provide training. The incumbent will work with grantees to address the increased accountability of the delivery system to achieve improved results in job placement, earnings, retention in unsubsidized employment, skill gains, and occupational/ academic credentials earned.
- Incumbents performing principal duties involving project manager activities relating to the administration and oversight of the regional Job Corps Program serve low-income, disadvantaged youth between the ages of 16 and 24 facing multiple barriers to employment; and provide academic and vocational education, employability skills training, work-based learning and support services primarily in residential Job Corps centers, followed by continued services to program graduates. As a program expert, the incumbent a) provides oversight, program development, technical assistance, and staff training to center and agency staff; b) manages the basic education and vocational training programs and insures that proper teaching

techniques, training materials, and testing programs are properly administered; c) insures that individual, group, and vocational counseling is provided and that center orientation, group management, enrollee discipline, physical education, and recreation programs are properly implemented; d) reviews and approves center organization structure, position descriptions, performance standards, and hiring/termination procedures and recommends employment of the center director and key staff at contract centers; e) reviews center plans and specifications for site utilization and approves capital facility construction requests; f) insures that enrollee support activities (*e.g.* pay and allowances, food services, health care, clothing issue, transportation, legal aid, civil rights, safety, and security) are adequate; g) serves as GAR, exercising authority to direct contractor compliance with government regulations and contract clauses; h) performs regular, ongoing evaluation of center plans and performance; i) reviews and approves the center's annual recruitment and placement plans; and j) negotiates and coordinates support service relationships between centers, community groups, employers, universities, volunteer organizations, and other government programs.

- Incumbents performing principal duties in Foreign Labor Certification have independent responsibility for planning, coordinating, organizing, and successfully concluding difficult and complex foreign labor certification (non-agricultural or agricultural) assignments frequently including matters that are controversial, unconventional, or novel. Analyzes and makes recommendations on (non-agricultural or agricultural) foreign labor certification requests. Reviews Applications for Alien Employment Certification in accordance with applicable laws, regulations, and directives pertaining to immigration. Writes final decisions to approve or deny Applications based on statutory and regulatory considerations and documented facts. Reviews the administration and operations of State FLC programs and systems, with a primary focus on agency internal operations. The incumbent may serve as a team or project leader and provide technical guidance to and coordinate the efforts of foreign labor certification personnel and other subject-matter specialists assigned to the project or team. Serves as lead person on all cases involving fraud & wilful misrepresentation working closely with other Federal agencies including but not limited to the Office of the Inspector General (OIG), the Immigration & Naturalization Service (INS), Consulates, Embassies and other concerned parties.

*(Manpower Development Specialist)*

\_\_\_ The principal responsibilities of the incumbent may involve one or more of the following:

- a) developing interpretations of Federal legislation for unemployment insurance (UI) and related wage-loss compensation programs; b) reviewing State legislation for conformity with Federal requirements; c) developing operating procedures and policy guidance for State officials to implement Federal UI and related wage-loss compensation program legislation; d) developing UI policy and guidance for State officials' use in establishing and operating State UI programs, systems and procedures consistent with Federal legislative requirements and policy issuances; e) reviewing the administration and operation of Federal and State UI programs and systems, with a primary focus on agency internal operations including the planning and development of automated systems; f) establishing and maintaining systems for the assessment of UI program accuracy and quality; g) reviewing State UI and workforce security

program budget plans; and h) participating in special studies, reviews, and evaluations of benefit and tax functions, systems, and/or activities designed to enhance program integrity, performance, or quality and to improve service to claimants and employers. (*Unemployment Insurance Program Specialist*)

## V. TEAM LEADER RESPONSIBILITIES

\_\_\_\_ The incumbent regularly and routinely spends **25 percent or more** of his/her time leading a team of other GS employees in accomplishing two-grade interval work. Team Leaders usually also participate in the team's technical work at the highest level accomplished. (*Mandatory*).

\_\_\_\_ Excluding the incumbent and any other supervisor(s) or leader(s), the highest level of nonsupervisory work led is GS-12, and GS-12 nonsupervisory work is representative of the work **actually** led. (*Mandatory*).

Organizational Location: \_\_\_\_\_

Number of team members: \_\_\_\_\_

Professional

Other

Immediate Supervisor/Title: \_\_\_\_\_

Typically, a team leader assists the team through knowledge and application of leadership and team building skills such as group facilitation, consensus building, coordination, coaching, problem solving, interpersonal communication, integration of work processes and products, obtaining resources and liaison with the supervisor. They and the team are accountable for outcomes and results.

### **AT A MINIMUM, TEAM LEADERS PERFORM ALL OF THE FIRST SEVEN AND A TOTAL OF FOURTEEN OF THE FOLLOWING TWENTY ACTIVITIES (CHECK ALL THAT APPLY):**

- \_\_\_\_ 1. Ensure that the organization's strategic plan, mission, vision, and values are communicated to the team and integrated into the team's strategies, goals, objectives, work plans and work products and services.
- \_\_\_\_ 2. Articulate and communicate to the team the assignment, project, problem to be solved, actionable events, milestones, and/or program issues under review, and deadlines and time frames for completion.
- \_\_\_\_ 3. Coach the team in the selection and application of appropriate problem solving methods and techniques, provide advice on work methods, practices and procedures, and assist the team and/or individual members in identifying the parameters of a viable solution.

- \_\_\_\_4. Lead the team in: identifying, distributing and balancing workload and tasks among employees in accordance with established work flow, skill level and/or occupational specialization; making adjustments to accomplish the workload in accordance with established priorities to ensure timely accomplishment of assigned team tasks; and ensuring that each employee has an integral role in developing the final team product.
- \_\_\_\_5. Train or arrange for the training of team members in methods and techniques of team building and working in teams to accomplish tasks or projects, and provide or arrange for specific administrative or technical training necessary for accomplishment of individual and team tasks.
- \_\_\_\_6. Monitor and report on the status and progress of work, checking on work in progress and reviewing completed work to see that the supervisor's instructions on work priorities, methods, deadlines and quality have been met.
- \_\_\_\_7. Serve as coach, facilitator and/or negotiator in coordinating team initiatives and in consensus building activities among team members.
- \_\_\_\_8. Maintain program and administrative reference materials, project files and relevant background documents and make available policies, procedures and written instructions from the supervisor; maintain current knowledge to answer questions from team members on procedures, policies, directives, etc.
- \_\_\_\_9. Prepare reports and maintain records of work accomplishments and administrative information, as required, and coordinate the preparation, presentation and communication of work-related information to the supervisor.
- \_\_\_\_10. Represent the team in dealings with the supervisor or manager for the purpose of obtaining resources (*e.g.*, computer hardware and software, use of overtime or compensatory time), and securing needed information or decisions from the supervisor on major work problems and issues that arise.
- \_\_\_\_11. Report to the supervisor periodically on team and individual work accomplishments, problems, progress in mastering tasks and work processes, and individual and team training needs.
- \_\_\_\_12. Represent the team consensus and convey the team's findings and recommendations in meetings and dealings with other team leaders, program officials, the public and other customers on issues related to or that have an impact on the team's objectives, work products and/or tasks.

- \_\_\_\_13. Estimate and report to the team on progress in meeting established milestones and deadlines for completion of assignments, projects and tasks, and ensure that all team members are aware of and participate in planning for achievement of team goals and objectives.
- \_\_\_\_14. Research, learn and apply a wide range of qualitative and/or quantitative methods to identify, assess, analyze and improve team effectiveness, efficiency and work products.
- \_\_\_\_15. Lead the team in assessing its strengths and weaknesses and provide leadership to the team in exploring alternatives and determining what improvements can be made (*e.g.*, in work methods, processes and procedures).
- \_\_\_\_16. Approve emergency leave for up to three days; eight hours or less for medical appointments; and/or other types of leave as delegated by management.
- \_\_\_\_17. Resolve simple, informal complaints of employees and refer others, such as formal grievances and appeals, to the supervisor or an appropriate management official.
- \_\_\_\_18. Communicate team consensus and recommendations to the supervisor on actions affecting team and individual awards, rewards and recognition.
- \_\_\_\_19. Inform employees of available employee benefits, services and work related activities.
- \_\_\_\_20. Intercede with the supervisor on behalf of the team to inform the supervisor of performance management issues/problems and to recommend/request related actions, such as: assignments, reassignments, promotions, tour of duty changes, peer reviews and performance appraisals.